

Beyond Panasonic: A Smarter Way to Modernize Your Business Communications

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Executive Summary

- In 2020, Panasonic announced its decision to exit the business communications market, formally completing that transition in 2023. The move ended production and global support for its on-premises PBX systems, including the KX-NS700/1000, KX-TDE, and KX-NCP series. This marked a significant turning point for thousands of organizations that had relied on Panasonic platforms for dependable voice communications.
- Today, those legacy systems remain in operation across many businesses, but the effects of Panasonic’s withdrawal are increasingly clear. Customers are now facing growing challenges such as limited access to replacement hardware, reduced vendor and dealer support, and heightened security and compliance risks.
- For organizations still using Panasonic PBXs, now is the time to evaluate modern, future-proof alternatives that ensure continuity, improve flexibility, and enable the collaboration tools essential for today’s hybrid workforce.
- This white paper explains how E-MetroTel’s UCX platform, InfinityOne collaboration suite, and Infinity 7000 Series IP phones together provide a seamless, end-to-end migration path that protects your existing investment while delivering the advantages of a modern unified communications environment.

Why Now Is the Time to Upgrade to a Modern Communications Solution


- The business communications landscape is changing quickly. With Panasonic ceasing PBX production and global support, organizations that continue relying on these legacy systems are left in an increasingly difficult position.
- Hybrid PBX platforms such as Panasonic's KX-NS and KX-TDE/NCP systems were built for traditional telephony, not cloud-connected environments that businesses depend on today.
- Modern communication platforms offer much more than basic voice service. Cloud and IP-based solutions provide **mobility, collaboration, analytics, and integration** that older systems cannot match.
- Since Panasonic's formal exit in 2023, the availability of compatible components and certified support has steadily declined. For many organizations, even basic maintenance now requires costly third-party intervention or full system replacement. This growing gap presents both a challenge and an opportunity - a chance to modernize communications while improving efficiency and reducing long-term costs.
- As workforces become more mobile and distributed, and as customer expectations rise, businesses need flexible, secure, and future-ready platforms to stay competitive. **E-MetroTel's UCX and InfinityOne** solutions make that transition smooth and cost-effective.

Why E-MetroTel Needs to Be on Your Shortlist of Solution Providers

At E-MetroTel, we often say:

"If we can get the customer to demo the system, we'll win the deal."

- Why are we so confident? Because E-MetroTel delivers what Panasonic customers need most: a low-disruption, cost-effective, future-ready migration path that protects existing investments while modernizing their communication ecosystem.
- Our **Green Migration strategy** offers the best of both worlds. You can reuse Panasonic phones where possible or upgrade selectively with **Infinity 7000 Series IP phones** for a next-generation user experience.



Delaying your transition risks increased maintenance costs, system outages, security vulnerabilities, and a growing inability to meet your evolving communication needs.

The XSTIM® Migration Advantage: Exclusive to E-MetroTel

- E-MetroTel's patented **XSTIM® protocol** gives Panasonic users a powerful migration advantage by allowing them to retain many existing endpoints while gaining a full suite of unified communication features.
- Unlike generic SIP conversions, which remove advanced functions, XSTIM® preserves the **button functionality, feature access, and user experience** of your existing phones. This minimizes disruption and reduces training time.

Here's what makes XSTIM® a game-changer:

- **No firmware updates or reprogramming.** Register your compatible devices to the new E-MetroTel system and resume operation quickly.
- **Preserve user settings and key layouts.** Maintain familiar workflows to avoid downtime.
- **Seamless experience.** Support for digital, IP, and SIP phones across multiple vendors, including Panasonic, makes UCX ideal for mixed environments.
- **Integration with new hardware.** Combine existing phones with **Infinity 7000 Series IP phones** to expand functionality, touchscreen control, and advanced connectivity.

Don't Be Fooled by Imitations

Some vendors promise that "your phones will work," but this often means only limited SIP compatibility. **Only E-MetroTel's XSTIM®** provides a complete feature experience across legacy and modern devices.

The Risks of Inaction: Potential Impacts for Panasonic PBX Customers

It can be tempting to take an "if it's not broken, don't fix it" approach. However, as Panasonic phases out its PBX line, that mindset exposes organizations to increasing operational and financial risk.

Key challenges include:

- **End of Hardware Availability:** Panasonic has stopped producing PBX hardware. Replacement cards and phones are becoming scarce and costly.
- **Support Phase-Out and Business Continuity:** No new software updates or bug fixes means higher vulnerability to system failures and security threats.
- **Agging Infrastructure:** Components degrade over time, increasing the likelihood of costly outages.
- **Compatibility Limitations:** Legacy PBXs cannot integrate easily with CRM tools, mobile apps, or modern collaboration platforms.
- **Rising Maintenance Costs:** As fewer technicians specialize in Panasonic systems, service contracts become more expensive and harder to find.
- **Security & Compliance Vulnerabilities:** Without ongoing software patches, systems may no longer meet regulatory standards, putting organizations at legal and financial risk.
- **Barrier to Innovation:** Legacy systems limit the ability to adopt modern unified communications (UC) features such as video conferencing, mobile access, and cloud collaboration tools.

What to Look for in a Modern Communications Solution

If Panasonic's exit is forcing a decision, consider it an opportunity to modernize. When selecting your next platform, look for:

- **Cloud-Native or Hybrid Architecture:** Flexibility to deploy on-premises, in the cloud, or in a hybrid model.
- **Scalability & Flexibility:** Easily add users, locations, or features without major infrastructure changes or cost spikes.
- **Unified Communications Features:** Integrated voice, video, messaging, conferencing, screen sharing, and mobility in one seamless experience.
- **High Reliability & Redundancy:** Built-in failover, geo-redundancy, and strong SLAs for uptime and performance.
- **Advanced Security:** End-to-end encryption, user-level controls, secure remote access, and compliance with relevant regulations (e.g., HIPAA, GDPR).
- **Mobility & Remote Work Support:** Native apps for mobile devices and desktops to support remote teams and hybrid work models.
- **Future-Proof Technology:** Regular software updates to ensure long-term viability and innovation.
- **Interoperability & Integration:** Easy integration with Microsoft Teams, and other productivity tools.
- **Strong Vendor Support & Ecosystem:** Reliable support, an active partner network, and ongoing training resources.
- **Transparent Pricing & Total Cost of Ownership:** Clear licensing models and predictable costs without hidden fees or expensive contract lock-in.

The E-MetroTel Advantage

With an E-MetroTel solution, you gain:

- **Cost-Effective Transition:** Reuse Panasonic IP and digital phones where supported, reducing capital expense by up to 40%.
- **Seamless Migration:** E-MetroTel's patented software ensures minimal disruption during the transition and offers your end-users the same features and user interface they use today.
- **Scalability and Flexibility:** Whether from the cloud, on premises or a mixture of both, E-MetroTel's solutions scale effortlessly to meet your business needs, supporting remote work, mobile integration, and multi-site connectivity. And because all our solutions are based on the same software, the features don't change with the deployment model.
- **Reliability:** Our solutions offer a myriad of enhanced reliability options including redundancy and duplicated hardware and components. Our cloud solutions are hosted by Amazon Web Services or can be virtualized in your own data center. And optional fail-over can be provided to survivable on-premises appliances or remote gateways which are cost effective.
- **Advanced Features:** Access unified communications tools such as video conferencing, team messaging, call recording, and omnichannel contact center capabilities, all from a single platform.
- **Future-Proof Technology and Design:** Stay ahead with E-MetroTel's evergreen platform and modern hardware ecosystem. The UCX system supports continuous software updates, third-party integrations such as Microsoft Teams, and seamless use of **Infinity 7000 Series IP phones** designed for performance, security, and intuitive touchscreen collaboration.

Secure,
uninterrupted
communication
is the
foundation of
every
successful
business - make
sure yours is
built to last.

- **Enhanced Security:** Benefit from robust encryption, high availability, and compliance with industry standards like HIPAA and FINRA.
- **Flexible Licensing:** Control costs with flexible licensing options. On-prem we use perpetual licenses that include one-year warranty and software updates. Cloud offers are available monthly or annually with no contract lock-in.

We Understand That Communications Are the Lifeblood of Your Business

- Upgrading from Panasonic is not just a technical decision. It is about maintaining reliable, high-quality communication that connects your team and customers.
- E-MetroTel and our trusted partners take a collaborative approach to ensure smooth transitions with minimal downtime.
- “The downtime for replacing our legacy PBX with the E-MetroTel UCX solution was less than 10 minutes. The new system delivered better performance and features immediately.”
— *IT Director, Healthcare Sector*
- Our **Green Migration Strategy** leverages deep experience in transitioning customers from Panasonic and other legacy systems to modern, unified platforms.

Our approach includes:

- **Assessment:** Evaluate your Panasonic PBX infrastructure to identify compatible endpoints.
- **Planning:** A detailed migration roadmap ensures minimal downtime, with options for hybrid deployment to test capabilities while maintaining existing systems.
- **Execution:** Our patented UCX software seamlessly integrates Panasonic endpoints with the UCX Cloud or on premises platforms, preserving existing functionality, and enables new hardware such as the Infinity 7000 Series phones.
- **Testing:** Rigorous stress and failover tests confirm system reliability and performance under various conditions.
- **Training and Support:** Comprehensive user training and 24/7 support ensure a smooth transition and ongoing success.

" We upgraded to an E-MetroTel's UCx VoIP server platform a few years ago and have been thoroughly impressed with its flexibility and rich feature set."

Kevin Jones, Information Technology Officer Jefferson Bank & Trust

• What Our Customers Say

- "The interface is simple and intuitive considering the features available, and the cost savings were substantial."
— *Daniel Rozon, IT Manager, Shaw Centre*
- "Its evergreen design is helping us realize significant cost savings while simplifying our communications network."
— *Jim Chapdelaine, CIO, City of Columbia, Missouri*
- "E-MetroTel provided the complete solution at 44 percent cost savings over all of the others. Our savings are through the roof."
— *Joe Sus, Telecom Coordinator, Pete's Market*

Your Next Steps

- E-MetroTel may not be the only solution you evaluate, but it is likely to be the best combination of continuity, cost savings, and innovation available.
- Here is how to begin:
- **Take action:** Panasonic's official support has concluded, leaving many customers without reliable service options. Begin planning your migration to ensure continued stability and functionality.
- **Assess your environment:** On-premises, cloud, virtualized or a hybrid approach based on your business needs and priorities.
- **Engage with potential vendors:** Carefully consider cost, business disruption, features and on-going timely support.
- **Schedule a E-MetroTel demo:** We're confident that once you have seen our solution in action and considered E-MetroTel's value verses the competition, we will win your business, and just as importantly, your on-going trust and satisfaction with our solutions.

About E-MetroTel

E-MetroTel provides flexible, end-to-end communication solutions that evolve with your business. Our **Green Migration strategy** supports more than 100 endpoints across six major brands including Panasonic, NEC, Nortel, Avaya, Mitel, and Cisco. This helps customers protect existing investments while upgrading to modern unified communications.

Founded in 2009, E-MetroTel's UCX platform powers on-premises, virtualized, and cloud deployments worldwide, supported by a network of trusted partners. With the addition of the **Infinity 7000 Series IP phones**, E-MetroTel now offers a complete ecosystem—from server to endpoint—designed for performance, reliability, and long-term value.